

# Brentwood Recovery Home

## JOB DESCRIPTION

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**JOB TITLE:** Program Manager  
**(11-month Temporary Contract Position)**  
**DEPARTMENT:** Leadership Team  
**REPORTS TO:** Director of Client Services

**DATE PREPARED:** February 6<sup>th</sup>, 2024  
**POSTING NUMBER:** #02-2024

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### GENERAL SUMMARY

Under the supervision of the Director of Client Services, this role will work to ensure program excellence with a focus on quality, outcomes, and client satisfaction. The Program Manager is expected to achieve these outcomes in alignment with the Mission, Vision, and Values of Brentwood Recovery Home and through collaboration with the Director of Client Services, Executive Director, and members of the Leadership Team.

### ORGANIZATIONAL DUTIES AND RESPONSIBILITIES:

*In addition to specific key job responsibilities identified in this position description, the incumbent is also responsible for contributing and supporting the overall culture and working environment of Brentwood by:*

- Demonstration and exemplify Brentwood's mission and values in day-to-day work.
- Acting with the highest standard of professionalism with clients, alumni, community partners, and colleagues.
- Working in a manner that preserves and respects the privacy and confidentiality of personal health information.
- Working in a manner that promotes and maintains the reputation of Brentwood and minimizes risk of harm and/or liability to the organization.
- Working in a manner that complies with Brentwood's policies and procedures.
- Working in a manner that meets all Health and Safety requirements to ensure a healthy and safe workplace.
- Acknowledging, respecting, and affirming the diverse needs of our community, clients, and Brentwood's employees with the goal of reducing disparities in health outcomes.
- Contributing to Brentwood's work by promoting awareness, participating in committees and agency events.

### POSITION RESPONSIBILITIES AND DUTIES:

- Promote effective evidence-based practice and supervise, coach, and manage assigned inter-disciplinary staff.
- Work with individuals with Mental Health and/or substance use
- Provide individual counselling to residential clients.
- Knowledge and experience with a trauma informed care approach
- High level of computer software knowledge
- Represent the program, raising the profile and awareness of the service, needs of clients, and effectiveness of Brentwood's services.

*Brentwood Recovery Home is an equal opportunity employer and strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with Brentwood. We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*

- Provide visible leadership by modeling the organizational Vision, Mission, and Values to clients, families, referral sources, community, team members, the Ministry of Health, and other external stakeholders to raise the profile of important health issues and needed interventions/supports.
- Assist clients and staff transitioning through changes utilizing forward thinking and affirmative language.
- Ability to work collaboratively in an inter professional and people with lived experience team.
- Ability to navigate and de-escalate situations and offer crisis support using appropriate methods when needed.
- Demonstrates a high level of initiative, independent thinking and judgement required.
- Ensures all documentation and reporting functions are maintained in a comprehensive and timely manner.
- Participate in policy and procedure review as necessary.
- Additional task as assigned by Director of Client Services or the Executive Director.

## QUALIFICATIONS

### **Education:**

- CACII, Chemical Dependency certification post-secondary education in addictions and/or Mental Health.

### **Experience:**

- 3-5 years' leadership experience in health care or social services organization is an asset.
- 3-5 years' supervisory/management experience.
- 3-5 years' experience related to the service delivery of addiction and mental health services.

### **Knowledge & Skills:**

- Comprehensive knowledge of mental illness and treatments
- Up to date knowledge of relevant mental health policy and legislation including the Mental Health Act
- Effective oral and written communication skills
- Bilingualism in both official languages would be an asset.

### **Decision making and problem solving:**

Able to take action in solving problems while exhibiting judgement and a realistic understanding of issues, able to use reason, even when dealing with emotional topics.

### **Compensation**

Starting salary to be based upon the successful applicant's experience and qualifications.

Valid Police Clearance with Vulnerable Sector check will be required within the first 30 days of employment.

### **Schedule**

Please note that the following work schedule for this temporary 11-month contact position:

**37.5 hours per week Monday to Friday with some flexibility or requirements to be on call.**

### **How to Apply**

In compliance with Covid-19 related policies and restrictions, resume and cover letter may be submitted to Jennifer Lavin at [jlavin@brentwoodrecovery.com](mailto:jlavin@brentwoodrecovery.com) on or before 3pm February 14<sup>th</sup>, 2024.

**Please mark in the subject line "Posting # 02-2024"**

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